

Ford Motor Company

L. W. Camp, Director
Automotive Safety Office
Environmental and Safety Engineering

December 20, 2000

Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Dear Mr. Weinstein:

Subject: Safety Recall 00V-246.111 NSA-11paw
(Ford Number 00S48)

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1999 and 2000 F-53 Motorhome Stripped Chassis, F-650 and F-750 trucks. Specific details were forwarded to you in our letter dated November 20, 2000.

Sincerely,

00S48dir.docdty
Enclosures



Ford Motor Company

A. R. O'Neil
Director
Vehicle Service and Programs
Ford Customer Service Center

Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

December 2000

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 00S48: Certain 1999 and 2000 Model Year F-53 Motor home Stripped Chassis, F-650, and F-750 Trucks Equipped with size 20 EDL TRW Tie Rod and Drag Link Ball Sockets – Tie Rod Ball Socket and Drag Link Inspection

AFFECTED VEHICLES

All affected vehicles were equipped with size 20 EDL TRW tie rod and drag link ball sockets

- Certain 1999 and 2000 model year Motorhome Stripped Chassis (Model Code F-53) built from 7/13/99 through 11/17/99 built at Industrias Metalicas de Monterrey, South America (IMMSA) Assembly Plant.
- Certain 2000 MY Motorhome Stripped Chassis (Model F-53) built from 11/9/99 through 12/7/99 at Detroit Chassis Plant (DCP).
- Certain 1999 and 2000 MY F-650 trucks built from 7/10/99 through 1/28/00 at Venezuela Assembly Plant.
- Certain 2000 MY F-650 and F-750 trucks built from 7/10/99 through 5/31/00 at Cuautitlan Assembly Plant in Cuautitlan, Mexico.
- Certain vehicles serviced with suspect tie rod and drag link ball sockets. (See Attachment I and II)

REASON FOR RECALL

The affected vehicles were built with tie rod and drag link assemblies that use size 20-EDL ball stud sockets made by TRW. These sockets may not have proper case depth and hardness that may lead to premature wear. In some cases, the ball stud may separate from the socket, which could reduce the driver's steering control.

SERVICE ACTION

- 1) Inspect the date code on the drag link assembly and tie rod ends on each of the affected vehicles. If the drag link (F-53 only) or tie rod ends fall into the affected build period, they will be replaced. Note: Tie rod ball joints are to be replaced in pairs. (See Attachment III)
- 2) Inspect dealer stock and purge affected parts. (See Attachment II)
- 3) Also, identify vehicles serviced by your dealership with suspect parts. (See Attachment II)

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

QUESTIONS?

Claims Information:.....1-800-423-8851
Other (Dealer Only) Recall Questions:.....1-800-325-5821

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

Safety Recall 00S48

Certain 1999 and 2000 Model Year F-53 Motor home Stripped Chassis, F-650, and F-750 Trucks Equipped with size 20 EDL TRW Tie Rod and Drag Link Ball Sockets – Tie Rod Ball Socket and Drag Link Inspection

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall. Please note that some vehicles serviced with the affected suspect parts may have been built outside the affected vehicle date range listed on the first page of this bulletin. These vehicle VIN numbers known to Ford Motor Company are identified in OASIS.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct all affected vehicles on your dealer VIN list which you will receive in the Ford Dealership Consolidated Communicator (FDCC). Also, correct other eligible vehicles, which are brought to your dealership.

DEALER-OWNER CONTACT

Our records indicate that some vehicles were serviced with the affected service parts. We have included these vehicles on the affected owner list and in OASIS.

Please check your records according to the directions in Attachment II. If you replaced any suspect tie rod ends or drag link assemblies between July 10, 1999 and the date of this letter, please contact the owner. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- Cannot be contacted.
- Does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

OWNER REFUNDS

Ford Motor Company will only refund owner-paid repairs made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to ACESII manual for refund information.

RENTAL CARS

Rental vehicles are not approved for this program.

PARTS RETENTION

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures".

Safety Recall 00S48

Certain 1999 and 2000 F-53 Motor home Stripped Chassis, F-650, and F-750 Trucks Equipped
with size 20 EDL TRW Tie Rod and Drag Link Ball Sockets –
Tie Rod Ball Socket and Drag Link Inspection

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
2000 F-650/750:		
Inspect both outer tie rod ends	00S48A	0.2 Hours
Inspect both outer tie rod ends, and replace both outer tie rod ends (or tie rod assembly, if applicable)	00S48B	1.6 Hours
1999 – 2000 F53 Motor home:		
Inspect both outer tie rod ends and drag link assembly	00S48C	0.2 Hours
Inspect both outer tie rod ends and drag link assembly, replace drag link assembly	00S48D	0.7 Hours
Inspect both outer tie rod ends and drag link assembly replace <u>both</u> tie rod ends (or tie rod assembly, if applicable.	00S48E	1.5 Hours
Inspect both outer tie rod ends and drag link assembly replace both tie rod ends and drag link assembly	00S48F	1.7 Hours
Administration Allowance	Misc. Expense Code "ADMIN"	0.1 Hour

Note: Labor Allowances include time for setting toe.

Safety Recall 00848

Certain 1999 and 2000 F-53 Motor home Stripped Chassis, F-650, and F-750 Trucks Equipped with size 20 EDL TRW Tie Rod and Drag Link Ball Sockets –
Tie Rod Ball Socket and Drag Link Inspection

PARTS REQUIREMENTS**Parts Ordering Information**

Parts will not be direct shipped for this program. Order your part requirements through normal order processing channels as noted below:

Stock Orders	Effective immediately	Normal order process
Interim Orders	Effective immediately	Normal order process
Emergency Orders	31 days after launch	Normal order process
Emergency Orders	First 30 days after launch	Call 1-800-325-5621

Follow inspection and replacement procedure for drag link and tie rod ends in Attachment III. If tie rod fails inspection, replace both tie rod ends (one kit).

Part Number	Description	Quantity
1C3Z-3050-AA	KIT Front Suspension Arm Ball (Contains two tie rod ends – replace both tie rod ends)	1 kit per vehicle
F81Z-3304-AB	Rod Assembly-F-53 Drag Link	1 per vehicle

NOTE: All the vehicles listed in OASIS use the above parts. If your records indicate that some vehicles were **SERVICED** with suspect parts, they may require a different part number depending on the vehicle. For these vehicles consult the parts catalog. See Attachment II, page 3 for information on how to identify vehicles serviced with suspect parts.

DOR/COR NUMBER

DOR/COR Number 50202 identifies parts ordered for this campaign through the Recall Hotline (1-800-325-5621).

DEALER PRICE

For latest prices, refer to:

- DOES II
- Updated Price Book

Safety Recall 00848

Certain 1999 and 2000 F-53 Motor home Stripped Chassis, F-650, and F-750 Trucks Equipped
with size 20 EDL TRW Tie Rod and Drag Link Ball Sockets –
Tie Rod Ball Socket and Drag Link Inspection

IDENTIFICATION OF VEHICLES SERVICED WITH SUSPECT PARTS

Vehicles known to Ford Motor Company that were serviced with suspect components have been included in OASIS. If your records indicate that any additional vehicles received suspect service parts (identified in the chart below) between July 10, 1999 and the date of this bulletin, dealers should contact the owner and arrange a service date. Please note that this search applies to any vehicle which may have received these parts.

Suspect Tie Rod Assemblies			
FOHZ-3A131-F	FOHZ-3A131-G	FOHZ-3A130-F	FOHZ-3A131-E
C7TZ-3A131-D	FOHZ-3A130-C	E3HZ-3280-G	F4HZ-3A130-AA
F4HZ-3A131-AA	E4HZ-3280-A	D5TZ-3A131-A	F81Z-3280-AC*
		F5HZ-3A130-B	F5HZ-3280-B*

*Can be serviced with kit 1C3Z-3050-AA.

Suspect Drag Link Assemblies			
EOHZ-3304-C	F5HZ-3304-AA	F81Z-3304-AB	E8HZ-3304-H
FOHZ-3304-G	E9TZ-3304-A	F5HZ-3304-AGA	

PARTS PURGE

Inspect dealer stock and purge all suspect tie rod ends and drag link assemblies identified in the chart above that have the following date codes:

8G1	9G2	9G3	9G4	9H1
9H2	9H3	9H4	9H5	9J1
9J2	9J3	9J4		

(See Attachment III for instructions on how to read date codes)

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Polloy Procedure Bulletin 4000.

DRAG LINK AND TIE ROD END INSPECTION AND REPLACEMENT

AFFECTED VEHICLES: CERTAIN 1999-2000 MODEL YEAR SUPER DUTY
MOTORHOME CHASSIS (MODEL CODE F-53), F-650
AND F-750

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OVERVIEW

Certain F-650/F-750 vehicles will require inspection of the tie rod ends. F53 motorhome chassis will require inspection of the tie rod ends and drag link. Please note that if any tie rod fails inspection, they must always be replaced in pairs.

TIE ROD END DATE CODE INSPECTION (ALL VEHICLES)

- NOTE: It may be necessary to clean the end covers of the tie rod ends to read the stamped date code.

Locate the date codes stamped on the end covers of the tie rod ends. See Figure 1.

Compare the date codes to those listed in the Affected Date Code Chart on page 2.

- If either tie rod end date code is listed on the chart, replace both tie rod ends.
- If neither tie rod end date code is listed on the chart, tie rod end repair is not required.

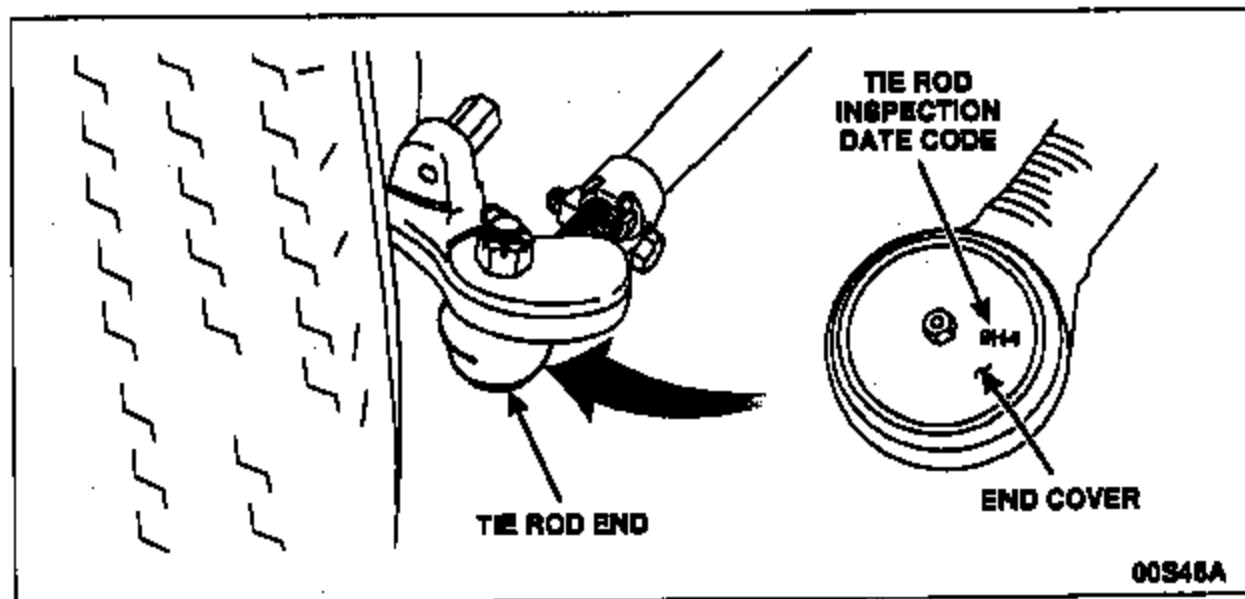


FIGURE 1

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DRAG LINK DATE CODE INSPECTION (F53 MOTORHOME ONLY)

- NOTE: It may be necessary to clean the end cover of the tie rod end to read the stamped date code.

On F53 Motorhome only, locate the date code stamped on the end cover of the drag link or on the shaft of the drag link (next to the word "AXLE"). See Figure 2.

Compare the date code to those listed in the Affected Date Code Chart below.

- If the date code is listed on the chart, replace the drag link.
- If the date code is not listed on the chart, no drag link repair is required.

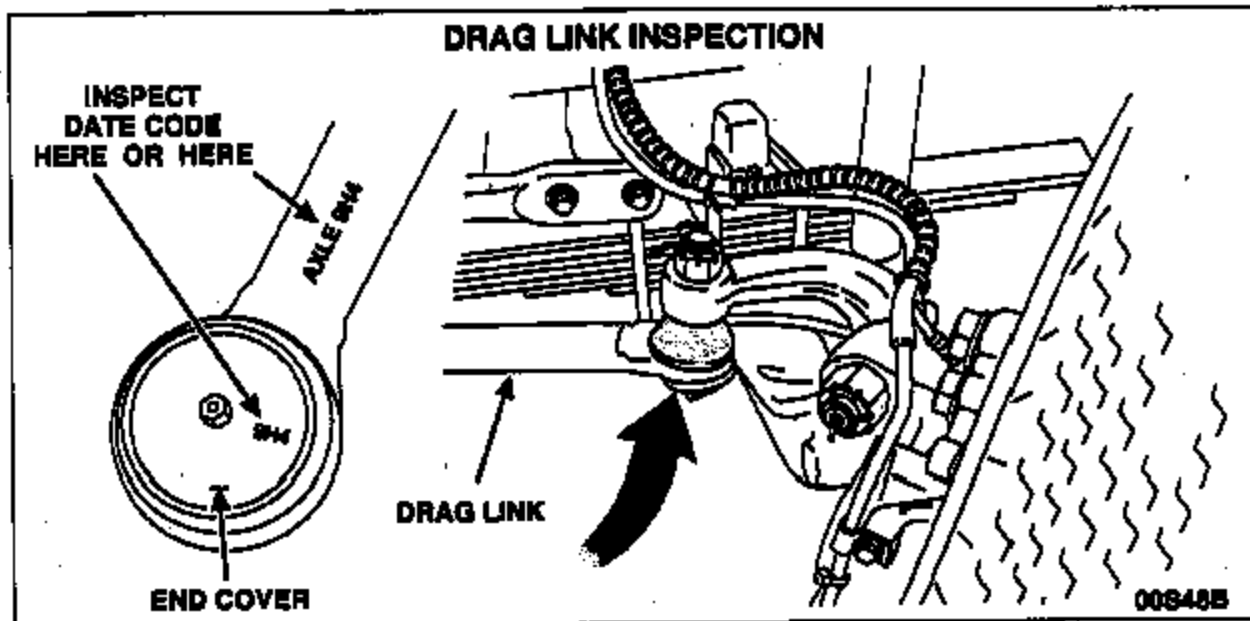


FIGURE 2

AFFECTED DATE CODE CHART

9G1	9H1	9J1
9G2	9H2	9J2
9G3	9H3	9J3
9G4	9H4	9J4
	9H5	

NOTE: REPLACE IF ANY OF THE AFFECTED COMPONENTS HAVE ANY OF THESE DATE CODES.

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TIE ROD END REPLACEMENT (ALL VEHICLES)

NOTE: IF ANY TIE ROD END FAILS INSPECTION, PERFORM TIE ROD REPLACEMENT ON BOTH TIE ROD ENDS.

1. Raise and support the front of the vehicle.
2. Remove the front wheel and tire.
3. Loosen the tie rod-adjusting clamp. See Figure 3.
4. Remove and discard the cotter pin, then remove the castle nut. See Figure 3.

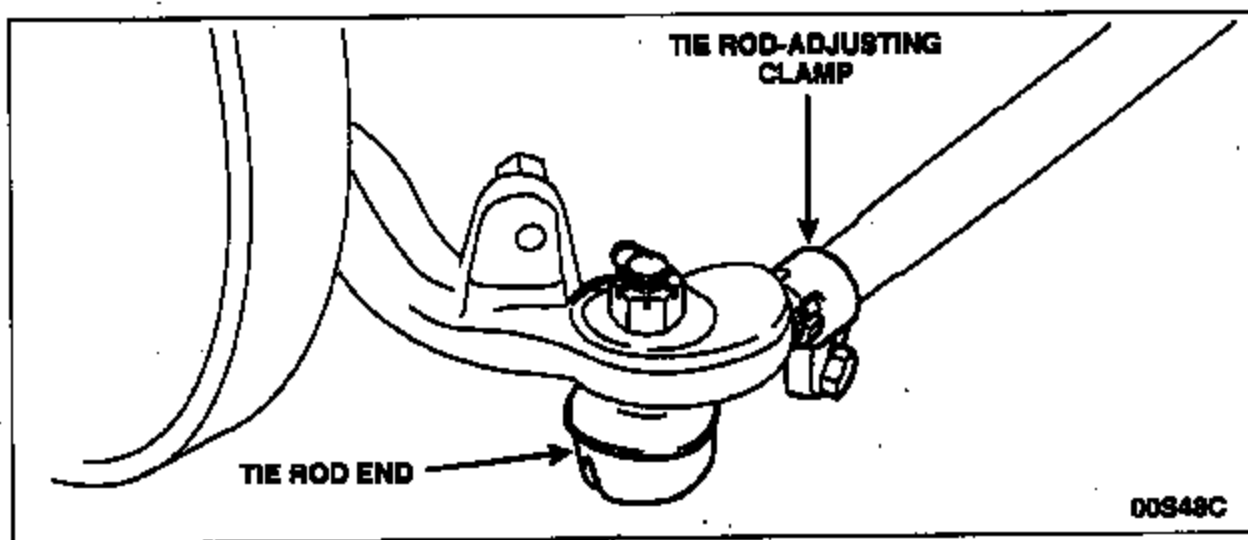


FIGURE 3

5. Separate the tie rod end from the steering knuckle using Steering Arm Remover (T64P-3590-F) or equivalent. See Figure 4.

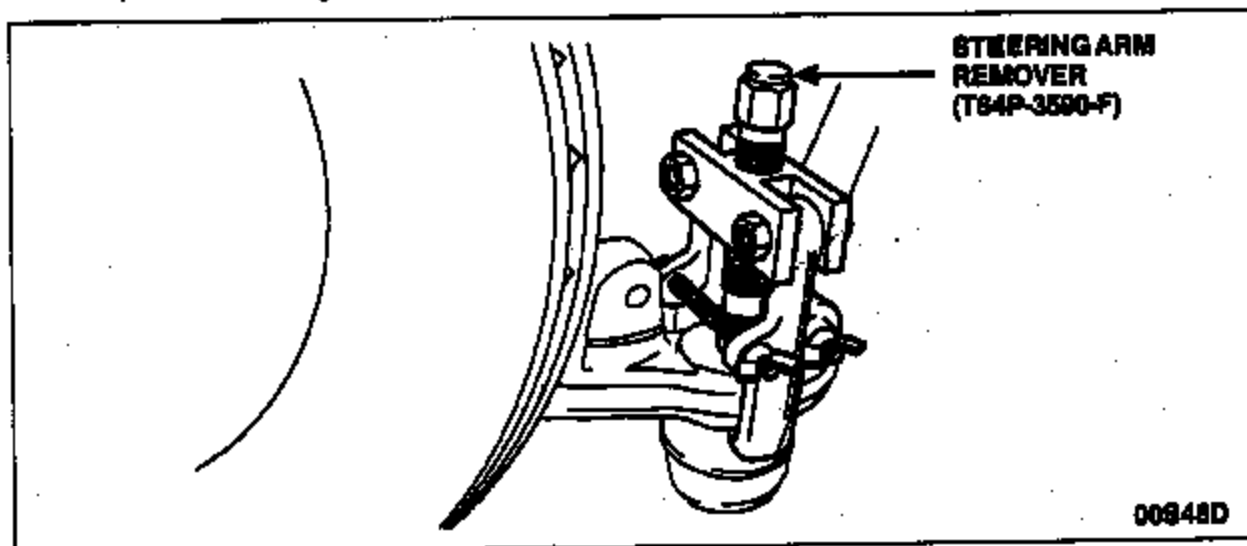


FIGURE 4

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12/00

6. **NOTE:** Record the number of turns required to remove the tie rod end.
Remove the tie rod end.
7. Install the new tie rod end into the adjusting tube the same number of turns recorded during removal.
8. Install the new tie rod end onto the steering knuckle, then install the castle nut. Tighten the castle nut to 133 Nm (98 lb-ft) on F-650/750 and to 115 Nm (85 lb-ft) on F53 Motorhome.
9. Install a new cotter pin.
10. Tighten the tie rod adjusting clamp to 80 Nm (59 lb-ft).
11. Perform steps 2 through 10 on the other end of the tie rod assembly.
12. Install the front wheels and tires.
13. Lower the vehicle.
14. Check the toe-in and clear vision and adjust as necessary.

DRAG LINK REPLACEMENT (F53 MOTORHOME ONLY)

NOTE: REPLACE DRAG LINK ONLY IF IT HAS FAILED THE INSPECTION.

1. Raise and support the front of the vehicle.
2. Remove the left front wheel and tire.
3. Remove and discard the cotter pin, then remove the castle nut from both ends of the drag link.
4. Separate the drag link from the sector shaft arm and the steering arm using Steering Arm Remover (T64P-3590-F) or equivalent. Remove and discard the drag link. See Figure 5.

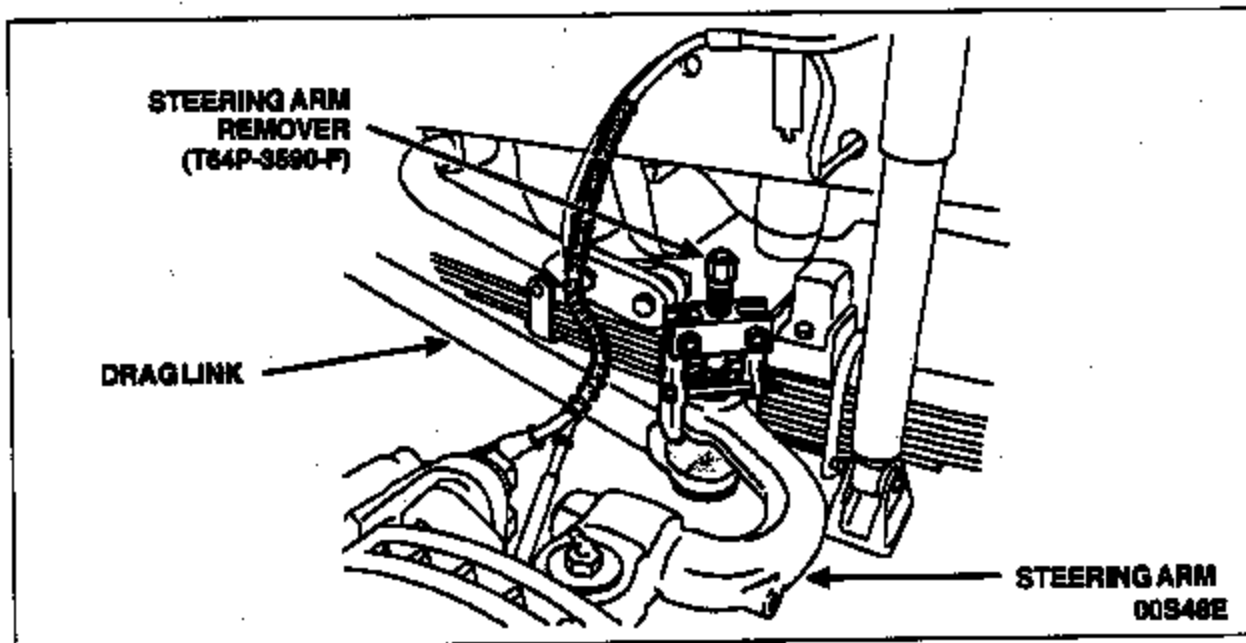


FIGURE 5

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12/00

5. Position the new drag link onto the sector shaft arm and steering arm, then install the castle nuts. Tighten the castle nut at the sector shaft arm to 115 Nm (85 lb-ft), and the castle nut at the steering arm to 175 Nm (129 lb-ft).
6. Install the left front wheel and tire.
7. Lower the vehicle.

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Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121



December 2000

Safety Recall 00S48

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1999 and 2000 model Super Duty Motorhome Stripped Chassis (Model Code F-53), F-650, and F-750 trucks and chassis cabs equipped with size 20 EDL TRW tie rod and drag link ball sockets.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford dealers, is to provide you with the highest level of service and support possible.

What the issue is...

Certain vehicles were built with tie rod ends and, in the F-Super Duty Motorhome Chassis, drag links that may prematurely wear out. This could potentially result in a separation of the ball stud from the socket reducing the driver's steering control.

What Ford Motor Company and your dealer will do...

Ford Motor Company will repair your vehicle free of charge (parts and labor). The dealer will inspect the date code on the drag link assembly and tie rod ends on your vehicle. If one or both of the tie rod ends fails the inspection, the dealer will replace both tie rod ball ends. If the drag link fails the inspection, the drag link assembly will be replaced. Please note that on F-650 and F-750 vehicles, only the tie rod ends are affected. The drag link assembly on F-650 and F-750 vehicles is not affected by this recall.

Dealers currently have repair instructions and parts ordering information.

What we are asking you to do...

Contact your dealer right away to schedule a service appointment. Your dealer will need to inspect your vehicle to determine if parts are required. If parts are required, they may need to be ordered before repairs can be completed.

If you've already paid for this service...

If you have already paid to have this service performed prior to the date of this letter, Ford Motor Company will provide you a full refund. Please provide your original receipt to your Ford dealer for refund processing.

If you've changed address or sold the vehicle...

Please fill out the enclosed prepaid postcard and mail it to us if you have changed address or sold the vehicle.

If you have concerns...

If you have trouble getting your vehicle repaired promptly and without charge, please contact the Ford Motor Company North American Customer Relationship Center and one of our representatives will be happy to assist you:

CALL: 1-800-392-3673

Office Hours: 8am - 8pm (Monday-Friday) ET

9am - 6pm (Saturday) ET

Or contact us through the Internet at: www.ownerconnection.com

Current response time is three business days.

Motorhome: If your vehicle is a motorhome and you have trouble getting your vehicle repaired promptly and without charge, please call the Motorhome Customer Assistance Center toll free at 1-800-444-3311 and one of our representatives will be happy to assist you.

You may also send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hotline at 1-800-424-9393.

Quality Care service is there for you all year round.

QualityCare
at your service

Quality Care is the commitment of Ford Motor Company and Ford and Lincoln Mercury dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this recall notification, we stand committed with our Ford and Lincoln Mercury dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading Consumer Company for automotive products and services. Again, we are sorry for the inconvenience. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs